



 **ISSofBC**  
ANNUAL REPORT

**10-11**



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All photos shown were featured in ISSofBC's "New Faces of BC" 2009-2010 exhibits. In order of appearance:

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"Cooperating" - PAOLA ANTIA

"The Kafley Family" - NICK WESTOVER

"Celebrating Culture" - PAOLA ANTIA

"Coloured Girl" - INGRID BIRD

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## BOARD PRESIDENT'S REPORT



### BOARD OF DIRECTORS 2010-2011

Jim Tallman President  
 Manchan Sonachansingh 1st Vice President  
 Maria Rajanayagam Treasurer  
 April English Secretary  
 Steve Kooner Member-at-Large

Claudia Oboniye Director  
 Joseph Chan Director  
 Maria Braungart Director  
 Martha Jane Lewis Director  
 Cyril Lopez (resigned) Director  
 Tissa Fernando (resigned) Director

Over the 2010 – 2011 fiscal year, the Immigrant Services Society of British Columbia continued to successfully fulfill its mandate of helping immigrants build a future in Canada. A coordinated effort from staff, management, volunteers and the Board of Directors has resulted in ISSofBC assisting many immigrants and refugees during the past 12 months.

The Board of Directors continued to pursue the goals set forth in its three year Strategic Plan, developed in 2009. The plan lists specific goals that have been assigned to the board committees.

The Governance Committee, for example, has continued to build and strengthen Board systems, policies and protocols, important particularly in these times of increased security requirements and fiscal responsibility. As well, the committee has consistently strived over the past year to increase board effectiveness.

The three year strategic goal for the Facilities Committee is to search for and secure a location for new and expanded facilities to accommodate the growing demand for our services. The committee has systematically addressed the many complex issues surrounding this search and is on track to have a suitable location in place by next spring.

As a key part of its strategic goal, the Finance Committee has focused on reviewing and strengthening ISSofBC's risk management procedures with a view to increasing overall financial security.

The Community Relations Committee, in light of its three year goal, is developing pilot programs to help raise the profile and recognition of ISSofBC so that we can better work more effectively with the business community and the community at large for the benefit of our clients.

ISSofBC relies heavily upon funders to enable us to do the work we do, and I want to acknowledge the contributions from Citizenship and Immigration, Ministry of Attorney General, Ministry of Advanced Education and Labour Market Development, United Way, Vancouver Foundation, the City of Vancouver and other funders who also support our work.

On behalf of the Board of Directors, I would like to thank our army of volunteers who give many hours of their time to fulfill critical roles, our staff for their dedicated and exceptional work, and the Management Team for their professional and experienced contributions, and our clients, who inspire us all.

Finally, thank you to my fellow board members who dedicated their time and energy to helping steer ISSofBC through this past year.

**Jim Tallman,** PRESIDENT

“...The Board of Directors continued to pursue the goals set forth in its three year Strategic Plan, developed in 2009.”

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## CHIEF EXECUTIVE OFFICER'S REPORT

The 2010-2011 fiscal year has been both challenging and exciting. We came to the end of the majority of contracts we hold with the provincial government thus had to again respond to many Requests for Proposals (RFP's). Additionally, the provincial government revamped the delivery of both settlement services and employment services which led to a complex and challenging process to determine how best to respond to the RFP's in those areas. An organization-wide effort ensued reflecting the connection between our programs as we strive to ensure a continuum of services for our clients.

This year we released the publication "Changing Faces, Changing Neighbourhoods" which looked at the past five years of refugee settlement patterns within Greater Vancouver. The publication was distributed widely and was well-received. We were very fortunate to be able to deliver a pre-departure orientation program for Bhutanese refugee youth at a refugee camp in Nepal. The youth involved are all destined to Canada. The lessons we took from the camp will help to inform our programming here. This program was the first of its kind and was of great interest to both UNHCR and IOM.

International Studies continues to add new programming for students. This year they developed and delivered a 17-week Enhanced Language Training Pilot Program for Architects. In the employment area, we began delivering the Job Options program, an intervention program for both immigrants and non-immigrants. In

“...In addition to local volunteers, we continue to attract international students who complete a university practicum with us.”

Vancouver, the program is being delivered in partnership with two Neighbourhood Houses.

We continue to move forward on plans to develop a new facility to replace the Drake Street site. With the generous support of the City of Vancouver, we have located a site that the city has made available to us on a long term lease. The Board of Directors has been very involved in this process and has contributed not only their expertise but also many hours of their time.

Volunteers have once again contributed extensive hours in a variety of programs. In addition to local volunteers, we continue to attract international students who complete a university practicum with us. They have proven to be a tremendous resource engaging in a variety of activities such as research. The 2010 income tax clinic was the busiest to date, assisting more than 2600 clients in seven locations.

Our continued success owes much to many people who work together to ensure that success. I would like to extend my appreciation to funders who enable us to provide the services; volunteers who give of themselves selflessly; the ISSofBC Board of Directors who both lead and govern; and to the excellent professional staff at ISSofBC who continue to focus on delivering quality services to our clients. My heartfelt thanks to you all.

**Patricia Woroch,** CHIEF EXECUTIVE OFFICER





## LANGUAGE COLLEGE & CAREER SERVICES

This fiscal year saw the Language College and Career Services division move in new directions, develop new initiatives, and plan for the future's changing employment landscape. At the same time, in all areas of the division, connections have been strengthened and developed with community partners in the delivery of services for immigrants throughout Metro Vancouver.

- International Studies took on the administration, development and delivery of an Enhanced Language Training (ELT) Pilot Program for Architects. This 17-week long program provided ELT for forty-two foreign educated and practicing architects from twelve countries. One of the key partners for this program was the Architectural Institute of BC that provided information to architects and sat on our program advisory committee.
- The ELSA department developed proposals for the delivery of language services for newcomers in all of the communities where ISSofBC has been delivering ELSA for many years (Vancouver, Richmond, New Westminster and Tri-Cities), plus four new communities: Maple Ridge, Squamish, Burnaby and Surrey. The latter two community's ELSA programs are being delivered as part of a consortium with Klein and Associates, Douglas College's Training Group and MOSAIC.
- In the Career Services department, funding was received from the provincial government to begin delivery of Job Options in

“...connections have been strengthened and developed with community partners in the delivery of services for immigrants throughout Metro Vancouver.”

Vancouver, Surrey and Port Coquitlam. ISSofBC's Job Options program, which is being offered for both immigrants and non-immigrants, is a 10 week intervention combining group employment activities with employer-based work experience.

In Vancouver, Job Options is being delivered in partnership with Mount Pleasant and South Vancouver Neighbourhood Houses.

The fiscal year was also dominated by the unveiling by the provincial government of the new Employment Program of BC (EPBC) and the associated planning and proposal development. This new program, which will be implemented in April 2012, will replace our longstanding multilingual case management employment offices operating in Vancouver (1991), Richmond (2001), Surrey (2005), and New Westminster/Burnaby (2008). Proposals have been submitted for Employment Service Centres in a number of communities throughout Metro Vancouver, and the

results will be announced later in 2011.

Finally and most importantly, I'd like to acknowledge and thank the division's staff and management for their commitment to our clients, programs and organization. It is a commitment that is demonstrated on a daily basis in your professionalism and dedication. And it is a commitment that will continue to be called upon, as we face the challenges of new and evolving programs in the coming year.

**Clifford Bell**, DIRECTOR  
LANGUAGE COLLEGE & CAREER SERVICES

The 2010-2011 fiscal year signalled another year of innovation and successful practices aimed at supporting the settlement and integration of immigrants and refugees to British Columbia. The year also ushered in new directions with the redesign of provincially funded settlement and integration programs in BC. These new directions and subsequent requests for proposal call provided new opportunities for service enhancements.

The continued success of our work is due first and foremost by our dedicated and professional staff and volunteers who, together speaking over 45 different languages and dialects, help provide a positive and supportive assistance to thousands of newcomers every year. This work could not be accomplished without the enormous support from our community partners and funders. The following highlights provide a glimpse into some of our collective successes over the past fiscal year.

- With funding from Metropolis BC and as part of ISSofBC's Operation Swaagetem project we created and piloted in Nepal, (the first of its kind), 3 day pre departure orientation program specifically designed for youth. Our pilot targeted 21 Canadian bound Bhutanese refugee youth between the ages of 13-17 years old.

“...These new directions and subsequent requests for proposal call provided new opportunities for service enhancements.”

- ISSofBC in partnership with BC Housing Authority launch a pilot to expedite the placement of government assisted refugees into public housing units. Twenty families were placed into one of 4 BC Housing complexes in Vancouver.
- Government assisted refugees (GARs) were represented by 23 different source countries. Over 42% of 761 individuals were 18 years and younger. Most GARs arrived from Iraq, Iran, Somalia, Afghanistan and Bhutan and settled primarily in three cities – Surrey, Burnaby and Coquitlam.
- Eight hundred and twenty one (821) volunteers and practicum students contributed over 31,000 hours of service. Within the Community Bridging stream over 190 individual and families were matched with 350 newcomers, in particular, government assisted refugees. Over 2,600 low income newcomers were assisted by 131 volunteer income tax assistants to file their income tax through 7 income tax clinic sites throughout Metro Vancouver.
- Within the Vancouver, Burnaby, New Westminster and Tri-Cities settlement offices, over 10,000 newcomer clients were assisted with first language support services including close to 250 public educational group events.

I would like to thank and acknowledge the Department of Citizenship and Immigration Canada, Ministry of Jobs, Tourism and Innovations, Ministry of Social Development, City of Vancouver, Industrial Research and Development Internship program of the Networks of Centres of Excellence (MITAC Accelerate program), United Way of the Lower Mainland, Vancouver Foundation, Vancity Credit Union, Vancouver Coastal Health, Sharon Martin Community Health Trust, Metropolis BC, Burnaby School Board, Surrey School Board and the Vancouver School Board for their support of our settlement work.

**Chris Friesen**, DIRECTOR  
SETTLEMENT SERVICES





We are pleased to report on the financial performance of our organization, Immigrant Services Society of British Columbia, for the year ended March 31, 2011.

We continue to experience growth in the past year by again readily responding to requests for proposals in our sector. The contracts awarded to us required expanding our scope of operations and adding new service locations. Compared to last year, ISSofBC's total revenue increased from \$19.14M to \$20.97M, while total expenditures rose from \$18.25M to \$20.15M to support the increased activity. The favorable financial performance was as a result of: new funded programs, effective costs control, and self-generated revenue. As a contingent measure, ISSofBC has been accumulating resources over the last few years to cater for potential relocation, emergencies, and the need to acquire additional facilities.

“...ISSofBC is well positioned to continue to serve our clients in the forthcoming years.”

With ongoing attention to fiscal responsibility at all levels of the organization, together with a project based budgeting system, ISSofBC is well positioned to continue to serve our clients in the forthcoming years. We are grateful to our staff for providing high quality and dedicated service to our clients. Our services to new immigrants and refugees would not be possible without the required financial resources, and for this we would like to acknowledge the role of our funders. We are very appreciative of their continuous support and recognition.

On behalf of ISSofBC, we wish to express our sincerest gratitude to all of those who have contributed to the continuous success of our organization.

**Maria Rajanayagam**, TREASURER

**Lawrence Tam**, DIRECTOR  
FINANCE & IT

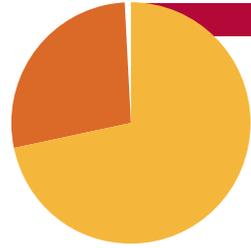
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## FINANCIAL STATEMENT

(YEAR ENDED MARCH 31)

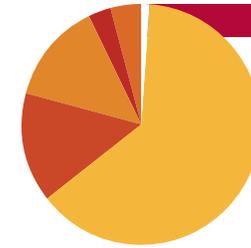
2011

2010



### REVENUES

Language College and Career Services	\$ 15,034,488	71.69 %	\$ 13,727,257	71.70 %
Settlement Section	\$ 5,765,158	27.49 %	\$ 5,293,548	27.65 %
Donations, Gaming, Interest and Miscellaneous	\$ 171,498	0.82 %	\$ 124,081	0.65 %
<b>Total Revenue</b>	<b>\$ 20,971,144</b>	<b>100%</b>	<b>\$ 19,144,886</b>	<b>100%</b>



### EXPENSES

Amortization of property and equipment	\$ 259,021	1.24 %	\$ 258,222	1.35 %
Interest	\$ 22,231	0.11 %	\$ 21,293	0.11 %
Personnel	\$ 13,235,493	63.11 %	\$ 12,017,404	62.77 %
Office and general	\$ 3,130,720	14.93 %	\$ 2,963,101	15.48 %
Occupancy	\$ 2,839,627	13.54 %	\$ 2,768,524	14.46 %
Client services	\$ 660,484	3.15 %	\$ 225,427	1.18 %
<b>Total Expenditures</b>	<b>\$ 20,147,576</b>	<b>96.07%</b>	<b>\$ 18,253,971</b>	<b>95.35%</b>
<b>Excess of revenues over expenditures</b>	<b>\$ 823,568</b>	<b>3.93 %</b>	<b>\$ 890,915</b>	<b>4.65 %</b>
<b>Net Assets, beginning of the year</b>	<b>\$ 3,651,256</b>		<b>\$ 2,760,341</b>	
<b>Net Assets, end of year</b>	<b>\$ 4,474,824</b>		<b>\$ 3,651,256</b>	



## VANCOUVER

*Administration & Language College  
and Career Services*

#501-333 Terminal Avenue  
Vancouver, BC, V6A 2L7  
Tel: 604-684-2561  
Fax: 604-684-2266

*Welcome House and Settlement Services*

530 Drake Street  
Vancouver, BC, V6B 2H3  
Tel: 604-684-7498  
Fax: 604-684-5683

## NEW WESTMINSTER

*English Language Services for Adults,  
Career Services & Settlement Services*

#200-620 Royal Avenue  
New Westminster, BC, V3M 1J2  
Tel: 604-522-5902  
Fax: 604-522-5908

## RICHMOND

*Career Centre & English Language  
Services for Adults*

#150-8400 Alexandra Road  
Richmond, BC, V6X 3L4  
Tel: 604-233-7077  
Fax: 604-233-7040

*English Language Services for Adults*

#110-5751 Cedarbridge Way  
Richmond, BC, V6X 2A8  
Tel: 604-633-7077  
Fax: 604-233-7040

## SURREY

*Multilingual Employment Resource Centre*

#201-7337 137th Street  
Surrey, BC, V3W 1A4  
Tel: 604-595-4021  
Fax: 604-595-4028

## TRI-CITIES

*English Language Services for Adults,  
Career Services & Settlement Services*

#136-3030 Lincoln Avenue  
Coquitlam, BC, V3B 6B4  
Tel: 604-942-1777  
Fax: 604-942-1780

*English Language Services for Adults*

#204-3242 Westwood Street  
Port Coquitlam, BC, V3C 3L8  
Tel: 604-942-1777  
Fax: 604-942-1780

## BURNABY

*Settlement Services*

#207-7355 Canada Way  
Burnaby, BC, V3N 4Z6  
Tel: 604-395-8000  
Fax: 604-395-8003